



Surveys and Tools  
To Advance Patient-Centered Care

## The Future of the CAHPS Clinician & Group Survey

**Chuck Darby**  
**AHRQ**



## Assessing Where We Are Now



- **Have seen growing interest among practitioners, health plans, and purchasers**
- **NQF endorsement anticipated summer 2007**
- **Major issue is identifying and reducing burden of widespread national implementation**
- **Will continue working with multiple stakeholders to minimize burden and maximize benefits**



## What Are the Burdens?



- **Costs for conducting and reporting the results**
- **Effort to provide samples of patients**
- **Concerns about public reporting**
- **Lack of tools to implement quality improvement**



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## What Are the Benefits?



- **Elimination of costly duplication in data collection**
- **Standardized and scientifically sound measurement of the patient's perspective**
- **Tools for patients to aid their decision making**
- **Tools for clinicians to improve care**
- **Furtherance of patient-centered care**



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## What AHRQ Is Doing to Reduce Burden and Increase Benefits



- **Funding a study that will estimate the costs of doing the survey and assess its benefits**
- **Exploring the validity of less traditional data collection methods**
- **Evaluating sampling strategies**



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## What AHRQ Is Doing to Reduce Burden and Increase Benefits



- **Building coalitions of potential survey users to share in decision making about collecting and using data**
- **Focusing on quality improvement in the CAHPS III project**
- **Developing the CAHPS Clinician & Group Survey component of the National CAHPS Benchmarking Database**



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## What AHRQ Is Doing to Reduce Burden and Increase Benefits



- **A coordinated data collection to serve multiple purposes:**
  - **Quality improvement**
  - **Maintenance of certification**
  - **Accountability**
  - **Public reporting**
- **Yields the National CAHPS Benchmarking Database to serve multiple uses and users**



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## The Vision

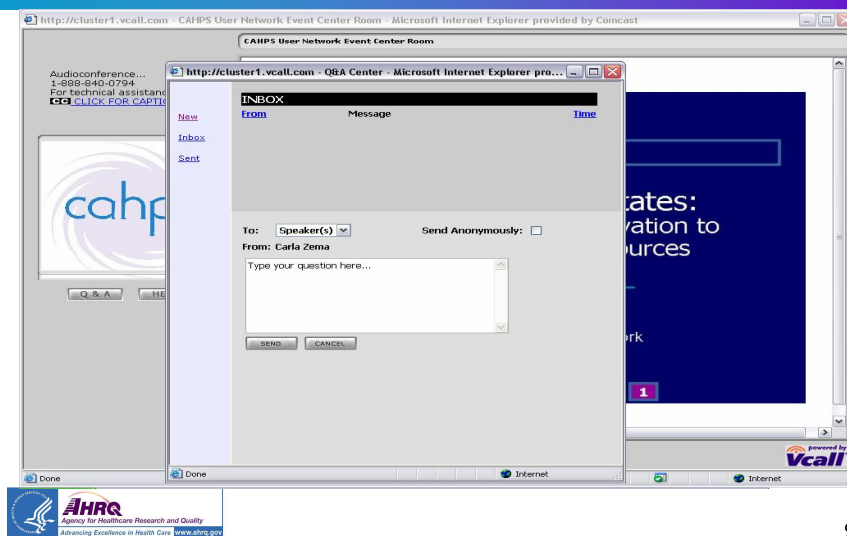


- **A health care system responsive to the needs of patients**
- **Patients equipped to make informed decisions**
- **Clinicians equipped to give the highest quality of care to their patients**



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## To Ask a Question Click on the "Q&A" button



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## How to Contact the CAHPS User Network



-  E-mail: [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov)
-  Phone: 1-800-492-9261
-  Website: [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov)



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## Today's Speakers and Guests



### Speakers:

- **Julie Brown**, RAND Corporation Team
- **Kristin Carman**, American Institutes for Research Team
- **Dale Shaller**, Harvard Team
- **Chuck Darby**, Agency for Healthcare Research and Quality

### Guests:

- **Melinda Karp**, Massachusetts Health Quality Partners
- **Dan Duffy, MD**, American Board of Internal Medicine
- **Cliff Rowley**, HealthPlus Michigan



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## After the Webcast



### • Questions or comments?

✉ E-mail: [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov)

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### • On CAHPS Web site:

- Presenters' slides
- Audio recording
- Transcript



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